

Notice of References Cited	Application/Control No. 09/945,413		Applicant(s)/Patent Under Reexamination GEORGE ET AL.	
	Examiner Frantz Coby		Art Unit 2161	Page 1 of 1

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*		Document Number Country Code-Number-Kind Code	Date MM-YYYY	Name	Classification
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*	C	US-6,865,566	03-2005	Serrano-Morales et al.	706/47
*	D	US-6,151,584	11-2000	Papierniak et al.	705/10
*	E	US-5,802,514	09-1998	Huber, Val J.	707/4
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NON-PATENT DOCUMENTS

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	U	Sena et al., Intelligence Systems: A Sociotechnical Systems Perspective, ACM 1999, Pages 86-93.
	V	Fraternali, Tools and Approaches for Developing Data-Intensive Web Applications: A Survey, ACM Computing Surveys, Vol. 31, No. 3, September 1999.
	W	Gallant et al., Successful Customer Relationship Managemnt in Financial Applications, COnference on knowledge Discovery in Data Tutorial Notes of the Sixth ACM SIGKDD International Conference on Knowledge Discovery and Data mining, 2000, Pages 165-241.
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*A copy of this reference is not being furnished with this Office action. (See MPEP § 707.05(a).)
Dates in MM-YYYY format are publication dates. Classifications may be US or foreign.